Pro Tools M-Powered 7.0 on Macintosh

Introduction

This Read Me documents compatibility details, known issues, error codes, and corrections to the guides for
Pro Tools M-Powered 7.0 on Digidesign-qualified Macintosh systems running Mac OS X 10.4.2 and higher only. For the latest compatibility information, visit the Digidesign Web site (www.digidesign.com/compato).

Compatibility

Digidesign can only assure compatibility and provide support for Digidesign-qualified hardware and software configurations. For a list of Digidesign-qualified computers, operating systems, and third-party devices, refer to the latest compatibility information on the Digidesign Web site (www.digidesign.com/compato).

Database File Compatibility

Pro Tools 7.0 requires a new Digidesign database file format. Existing database files will be deleted upon launching
Pro Tools 7.0 for the first time. Please re-index your drive(s) for faster searches.

Important: Energy Saver Settings

For optimal Pro Tools performance, you must configure the Mac OS X Processor Performance setting (located in System Preferences > Energy Saver > Options) to Highest.

Apple's Mac OS help documentation provides the following info on Energy Saver Processor settings:

- The PowerPC G5 processor in your Power Mac G5 can run at various speeds. The default setting for this feature is "Automatic," which allows the system to run the processor at full speed when required, and at a lower speed during periods of light processing activity. Certain real-time applications, such as audio creation or gaming, may perform optimally when using the highest processor performance setting. You can change the processor performance setting in the Energy Saver pane of System Preferences.

Pro Tools Does Not Support Sleep Mode

In the Macintosh System Preferences, launch Energy Saver, click the Sleep tab, and disable all Sleep features. Set "Put the computer to sleep when it is inactive" to Never. Do not manually put your computer to sleep when running Pro Tools.

Using F9, F10, and F11 Keys in Pro Tools (Item #39985)

Because of the default F-key settings in Mac OS X 10.4 and Expose, the F9, F10, and F11 keys do not initially work in
Pro Tools. The workaround is to change the default Expose settings in order to use these keys in Pro Tools.

Loss of Hardware Connection with FireWire Devices (Item #55312)

Pro Tools cannot reconnect to FireWire devices if the device is unplugged while Pro Tools is running. A dialog window will appear instructing you to quit Pro Tools and reconnect your interface. You will have the option to save your session before quitting Pro Tools. (Follow specific device instruction from M-Audio on FireWire device power up and power down procedures.)

Mounting FireWire Volumes with The Same Name (Item #44223)

If two FireWire volumes with the same name are mounted, and the user saves a session to the one that was mounted second, then makes an alias to that session on the desktop, Pro Tools crashes when that alias is opened using the Pro Tools Open Session file browser. Naming each drive volume with a unique name is recommended.

Known Issues

The following sections document known issues you may encounter when using Pro Tools M-Powered 7.0, along with workarounds if they exist.

Software Instrument does not Emit Sound when Inserted on an Instrument Track or Auxiliary Input (Item #65797)

Some software instruments will not emit sounds and will not play. If this occurs, manually assign a hardware input to the Instrument track or Auxiliary Input, and/or manually assign a MIDI output to the Instrument.

The Delta Driver Control Panels Default to No Audio Output (Item #60160)

The Delta driver control panels default to no audio output because the output faders are set to minus infinity. You need to manually change the volume.

Importing MP3 or MP4 Files without QuickTime Installed (Item #62994)

If Pro Tools has been run on a system on which QuickTime was not present, but then QuickTime is installed later, there is the possibility that Pro Tools has indexed QuickTime files as "Unknown." These files will remain as unknown even after QuickTime has been installed. If this occurs, either delete Digidesign Database files and try again, or navigate in the browser to any "Unknown" QT file and select "Update Database for Selected".

Conversely, if Pro Tools has been run on a system with QuickTime present, but then QuickTime is uninstalled, there is the possibility that QuickTime files have been indexed as known audio file types that can no longer be understood by Pro Tools since QuickTime is now absent. If this occurs, delete all database files and try again.

Copying Data from CD-ROMs (Item #54913)

After copying a session from a CD-ROM to a local drive it is necessary to change the permissions of the data. Choose File > Get Info, open the Ownership & Permissions pane, and change the permissions from "Read only" to "Read & Write."

G5 Performance Optimizations (Item #63888)

Please uncheck the "Put hard disks to sleep when possible" checkbox and set Processor Performance to "Highest" (located under the Options Tab) in order to optimize Pro Tool's performance on OSX 10.4.

Pro Tools is Not Compatible with Surround Audio in QuickTime Movies (Item #67350, 67351, 67353)

QuickTime 7 introduced the ability for QuickTime movies to have surround audio. Currently, Pro Tools is not compatible with QuickTime movies that have more than two channels of audio. Pro Tools cannot import from, or bounce to, multi-channel QuickTime movies. Also, the audio in multi-channel QuickTime movies is not recognized in the Workspace browser.

AudioSuite and Region Groups (Item #64410)

AudioSuite plug-ins handle Region Groups slightly differently than audio files. With audio files, an AudioSuite process can be applied to all copies of a unique audio file which appear in your session by selecting your target as Region List in the AudioSuite plug-in window and selecting Use in Playlist. However, if your target is set to Region List in the AudioSuite plug-in window while you have a Region Group selected, Pro Tools does not recognize the Region Group as processable audio and will present a No Audio was Selected error. This is because a Region Group is not treated as audio until it is actually used in a track.

To apply an AudioSuite process to all copies of a Region Group in a session at once, do the following:

1 Select the Region Group to be processed.

2 From the Region menu, select Ungroup All. All elements of the group will remain selected.

3 Perform AudioSuite processing.

4 From the Region menu, select Regroup.

When prompted, select Modify to apply the AudioSuite Process to all copies of the Region Group in the session, or Copy to apply it only to the selected Region Group.

Burning CDs with iTunes while Pro Tools Is Running (Item #55192)

It is possible that Pro Tools will crash when you are simultaneously burning a CD with iTunes. Quit Pro Tools before burning CDs with iTunes.

Changing Sample Rates During a Session Can Cause Session to Play at a Higher or Slower Speed (Item #56697)

Changing Sample Rate during a session from the M-Audio Control Panel can cause the audio to playback at the incorrect speed. Consequently, the data could be unrecoverable afterwards. Before creating a session, set the Sample Rate in the M-Audio Control Panel and do not make changes thereafter.

Missing Files when Opening a Session Created by an Earlier Version of Pro Tools (Item #37572)

When opening some sessions created by an older version of Pro Tools, some files may be missing. You should be able to relink these files in the Relink window by Name and Duration. In some cases Match Format may not result in found links.

Pro Tools 7.0 Information Is Lost When Saving a Session in an Earlier Version of Pro Tools (Item #49923)

When saving a Pro Tools 7.0 session in 5.1-->6.9 format, only those attributes supported by that lower format will be maintained when the session is opened using a lower version of Pro Tools. For example, when saving a Pro Tools 7.0 session to Pro Tools 5.1-->6.9 format and then opening the session under Pro Tools 6.9, Instrument tracks will be split to corresponding MIDI and Auxiliary Input tracks. See the *Pro Tools Reference Guide* for more information on compatibility and session transfer.

Pro Tools 7.0 MP3 Codec Exports Non-Copyright Files Only (Item #68985)

The new MP3 codec in Pro Tools 7.0 does not have the ability to encode an attribute for the file to be copyrighted. This is a limitation of the new codec from Fraunhofer.

DigiBase

Pro Tools Cannot Relink to QuickTime DV Files

QuickTime files in DV format (.dv) that do not contain audio cannot be found during the relinking process. If they have been moved from their previous location, these files must be manually re-imported into the session.

Plug-Ins

Demo Mode with 7.0 Plug-Ins and Software Options

Digidesign 7.0 plug-ins and Pro Tools 7.0 software options no longer include time-limited demos. Instead, plug-in and option demos require an iLok USB Key and an iLok license for evaluation. If you would like to obtain a demo license, please visit the individual product pages located on the Digidesign Web site (www.digidesign.com) and click on the Demo button.

Conserving System Resources when Using ReWire (Item #43521)

In Pro Tools sessions that use ReWire (especially on single-processor computers), increasing the RTAS load (by increasing the number of RTAS plug-ins, or the number of RTAS plug-ins with low instance counts) can impact your system's CPU and result in performance errors. For best performance, record plug-in tracks to audio and inactivate plug-ins to conserve CPU resources.

Conserving System Resources in Sessions with Heavy RTAS Plug-In Loads (Item #43522)

On single-processor computers, increasing the RTAS load (by increasing the number of RTAS plug-ins, or the number of RTAS plug-ins with low instance counts) can impact your system's CPU and result in performance errors. For best performance, record tracks with plug-ins to audio and inactivate plug-ins to conserve CPU resources.

Transferring Sessions with Plug-Ins Between TDM and M-Powered (or LE) Systems (Item #37641)

When transferring sessions between TDM and M-Powered (or LE) systems, plug-in settings should be manually copied to the session's Plug-In settings folder. This restores the proper plug-in preset names.

Importing Mod Delay I Plug-In Settings (Item #27486)

After importing Mod Delay I settings into Mod Delay II, you must save the settings in the Mod Delay II Plug-in window for the settings to appear in the Mod Delay II Settings pop-up menu. For backward compatibility with sessions created with previous versions of Pro Tools and the Mod Delay I plug-in, a Pro Tools 6.0 compatible version of the Mod Delay I plug-in is available in the Beta Software folder on the Pro Tools Installer CD.

POW-r Dither Incompatible with M-Powered Software

The Digidesign DigiRack Dither plug-in is not compatible with Pro Tools M-Powered software. The POW-r Dither plug-in is included as part of the DigiRack Dither plug-in, but will not appear with Pro Tools M-Powered software when the DigiRack plug-in is loaded. The Digidesign Dither plug-in (non-POW-r version) is unaffected and is fully compatible with Pro Tools M-Powered software.

MIDI

Recording MIDI System Exclusive Data Results in Immediate DAE Errors (Item #59626)

Transmitting MIDI Sysex files into Pro Tools with the AudioPhile192 can cause DAE errors to occur. To avoid this, increase the Hardware Buffer Size or decrease the size of the Bank you wish to transmit.

Recording Audio or MIDI with MIDI Beat Clock Enabled with Hardware Buffer Size Set to 128 Causes Frequent DAE Errors (Item #56234)

Recording or playing back audio or MIDI with MIDI Beat Clock enabled and the Hardware Buffer Size set to 128 can cause frequent DAE errors to occur. This may be the result of low CPU power or memory. To avoid these DAE errors, increase the Hardware Buffer Size setting.

MIDI Date Problems Due to M-Audio Host Connector/Breakout Cable (Item #59667)

If Pro Tools does not send and receive MIDI Data intermittently or not at all, verify that the Host Connector/Breakout cable is not bad.

MIDI Performance Affected by Adjusting Volume Knob on Unit During Playback (FireWire 1814 Only) (Item #58159)

Changing the volume level on the M-Audio FireWire 1814 while in playback will make recorded MIDI information stutter and stall. To avoid this, close Pro Tools, launch the M-Audio Control Panel, set the output volume to 0 dB or to your preference, and then disengage the Link button. In Pro Tools, your Master Fader (or separate track faders) now become your output control.

Control Surfaces

Sends F-J Cannot be Displayed in Channel View on Command|8 (Item #70342)

On Command|8, when you use Channel View to display the sends on a single Pro Tools channel, you can only view Sends A-E. To view Sends F-J, use Console view. Press the Send switch to put Command|8 into Sends view, then hold the Shift/Add switch and press the corresponding Send Position switch (A=F, B=G, C=H, D=I, E=J).

Video

Opening a Session with a QuickTime Movie as a Non-Administrator User Can Prevent the Movie from Playing Back (Item #47053)

If you open a session as a non-administrator user and you do not have permissions for the QuickTime movie file, Pro Tools will tell you that the movie file cannot be found and prompt you to relink. In the relink window the movie can be found, and Pro Tools will *appear* to relink to it, but it will still not play back. For correct playback, make sure you have permission to use the QuickTime movie file.

Connecting or Disconnecting DV Devices While Launching Pro Tools May Cause DAE Errors (Item #35034)

Hot plugging a digital video device while launching Pro Tools may result in –6090, –6093, or –6097 DAE errors, or cause Pro Tools to unexpectedly quit. To avoid this, always connect digital video equipment and other FireWire devices before launching Pro Tools.

DV Movie Does Not Update to Cursor Location (Item #33128)

When stopping DV FireWire playback, the movie location will not update to the current cursor location if the Movie window is not showing. To avoid this, leave the Movie window open on-screen or move the open Movie window off-screen.

General Localization

Relinking Using MacDrive Version 6 to Open Sessions from Other Platform (Item #65528)

MacDrive version 6 strips the extensions off of files in "Normal Use" mode - you need to use "Backup/File Transfer" mode to avoid having the extensions stripped off. However, "Backup/File Transfer" doesn't work well with multibyte characters, as "International Use" does. "International Use" also strips the extensions, so you either have to not use multibyte characters, or have the trouble with stripping extensions. These used to be separate options in MacDrive 5, but in 6 you can't get one without the other. To get around the stripping extensions, you can do a Relink by ID only, and have it search through all the files to match them up - this is the only workaround.

Apple Audio MIDI Setup (AMS)

Do Not Change AMS During Pro Tools Playback

To ensure optimal performance, do not change the AMS configuration while a Pro Tools session is playing. If you need to edit AMS, stop playback in Pro Tools first. You can launch AMS from within Pro Tools by choosing Setups > Edit MIDI Studio Setup.

Error Messages

Error –6031 During Playback (Item #32637)

If you encounter a –6031 error while playing back a session with dense MIDI or automation, stop playback, save and close the session, quit and relaunch Pro Tools, then re-open the session before resuming playback.

Error –6086 Operating System Held Off Interrupts for Too Long (Item #15809)

If you frequently encounter a –6086 error, increase the Hardware Buffer Size.

Error –6093 Operating System Held Off Interrupts for Too Long (Item #46779)

If you frequently encounter a –6093 error, increase the Hardware Buffer Size.

Error (–9073) when Recording Multiple Tracks with FireWire 1814 (Item #59478)

Using the M-Powered FW1814 systems on certain Macintosh computers sometimes exhibit –9073 (disk too slow) errors when recording multiple tracks. To avoid this error, set the Hardware Buffer Size to 256 samples, or increase the DAE Buffer Size to a setting of 4.

DAE Error –9073 when Recording to a FireWire Drive and the 2 GB File Limit is Reached (Item #42611)

When the 2 GB file limit is reached during recording to FireWire drives, a 9073 error is posted instead of the expected "Recording has been terminated because a disk is full" dialog. This error is benign, and does not signal any data loss or problem with the hard drive.

DAE Error –9073 other than when Recording to a FireWire Drive and the 2 GB File Limit is Reached

If you encounter a –9073 error, refer to the Answerbase for possible causes and solutions (www.answerbase.digidesign.com).

DAE Error –9128

In sessions with a 96 kHz high sample rate, you may need to set the Hardware Buffer Size to 512 or more to avoid –9128 errors during playback with many RTAS plug-ins or dense automation.

    – or –

If a –9128 error occurs during a long recording pass, set the CPU Usage Limit (Setups > Playback Engine) to 99%.

DAE Error –9131

Recording to or playing from a UNIX File System (UFS) formatted drive is not supported in Pro Tools M-Powered 6.8.

DAE Error –9132

If a –9132 error occurs during Bounce To Disk (even with the highest Hardware Buffer setting selected), bus the desired tracks to the appropriate number and format (mono or stereo) of audio tracks, then record them to disk, instead of bouncing.

DAE Error –9735

When Pro Tools reaches the end of its time limit in the time line, or if Pro Tools has been in continuous play for longer than the maximum time limit, you will encounter a DAE error –9735. The maximum time limit for Pro Tools depends on the session sample rate. For more information, see the *Pro Tools Reference Guide*.